

COURT SERVICES SUPERVISOR

DISTINGUISHING FEATURES

The fundamental reason the Court Services Supervisor position exists is to supervise the day-to-day operations of the City Court that involves coordinating work cycles and staff production to ensure the accurate and timely processing of court documents. Responsible for the continual participation of each employee in meeting performance goals and plans. Work is performed under general supervision of the Deputy Court Administrator.

ESSENTIAL FUNCTIONS

Supervises the day-to-day activities of specialized clerical staff involved in providing court-related information; preparing, reviewing and verifying court documents; issuing, quashing, recording and processing, and maintaining records and files.

Monitors and schedules the staff to ensure the Court's functional areas are adequately covered. Evaluates staff performance; develops performance objectives and development guidelines; empowers employees involved in focus groups or teams. Informs and trains staff on revised and new procedures and methods.

Prepares analytical-based reports; presents oral and written information in a clear and concise manner, supports team performance, shares a common vision, and works toward achieving the organization's common goals. Encourages team members to go beyond boundaries of the job.

Contributes effectively in meeting the performance goals and plans of the Court.

Establishes and maintains effective working relationships with City officials, lawyers, co-workers, and the general public, providing quality service to all who contact the Court.

May perform the major tasks of subordinate staff on a temporary basis during heavy workload demands.

Investigates and handles problems and complaints from the public and other agencies on Court cases, demonstrating the ability to listen and communicate effectively.

Researches, recommends, and implements new innovative procedures, both computerized and manually, to make court procedures more efficient and to comply with legal requirements.

Communicates orally and in writing with other departments to review operational concerns and implement necessary revisions.

MINIMUM QUALIFICATIONS

Knowledge, Skills, and Abilities

Knowledge of:

Team concepts within a continuous improvement environment
Operating policies and procedures of the assigned unit of the City Court
Legal constraints and requirements impacting the operation of the assigned unit
Computerized records system used by the City Court
Basic customer services and public relations techniques
The overall organization, operation, and policies of the City Court; and basic principles and practices of employee supervision, including performance evaluation and employee training.

Ability to:

Understand court procedures and processes to ensure accurate information is provided to the public
Interpret City policies, procedures, and regulations
Handle adverse, critical, and confrontational situations in a stressful environment
Maintain order and decorum in the courtroom
Develop team interaction
Facilitate continuous quality improvement teams
Develop measurement tools to evaluate work performance
Establish and maintain effective work relationships with coworkers and management.

Education & Experience

Any combination of training, education and experience equivalent to a minimum of two years responsible experience with customer service, court, or closely related criminal justice systems activity. In addition, at least two years experience in a supervisory capacity is required. Must possess, demonstrate, and share a good understanding of the roles and responsibilities of Court clerical staff. Must have demonstrated ability to learn, and empower staff. Must possess excellent written and oral communication skills. Must be experienced and proficient in using a personal computer, a variety of software, and other office equipment essential to performing daily activities. Must personify leadership and promote shared responsibility, teamwork, mission and vision, and continuous improvement

FLSA Status: Exempt

HR Ordinance Status: Unclassified